



# Deepa Prasad

Salesforce/Vlocity Consultant

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 DeepaPrasad

 Mumbai, India

## SKILLS

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- Vlocity
- CPQ
- SFDX
- Copado
- Dataloader
- Order Management
- Salesforce sales cloud
- Salesforce service cloud
- Agile Development

## CERTIFICATIONS

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- Salesforce CPQ Industry Developer
- Vlocity Order Management Developer
- Salesforce Certified OmniStudio Developer
- Salesforce Certified Administrator
- Copado Certified FUNDAMENTALS II
- Copado Certified FUNDAMENTALS I

## SUMMARY

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Skilled salesforce/vlocity developer with over 8 years experience working with customers in Telecom sector.

Skilled at analysing business processes & finding solution best suited for customer with available technology. Excellent leadership and communication skill.

## Recent Work History

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### Vlocity Developer/Lead

**Mumbai, India**

CWC - LLA

Jul 2021- Present

*Project Scope: Sales, CPQ and Order Management*

### **Responsibilities:**

- Work directly with business, requirement gathering, finalising the technical solution design, handle a development team & make sure key business processes are delivered using salesforce & Vlocity platform with highest degree of quality & security.
- Design Technical Catalog ,Product Configuration as part of vlocity CPQ, MACD Flows and full cycle of order management.
- Integrated Salesforce Order fulfilment with third party Billing Systems like Liberate/Cerellion.
- Plan, design, develop, test and deploy solutions within an AGILE SDLC framework that delivers high-quality product on a frequent basis.

**Technologies/Language used:** Vlocity, CPQ, LWC,DataLoader, Copado

## Career History

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- Senior Consultant  
Capgemini, India  
Oct2022 - Present
- Consultant  
Capgemini, India  
Jul 2021- Sep 2022
- Associate Consultant  
Atos, India  
May 2019 - Oct 2020
- Program Analyst  
Cognizant, India  
Sep 2016 - May 2019
- Software Engineer  
HCL, India  
Mar 2014 - Oct 2016

## EDUCATION

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### **Bachelor's in technology, Computer Science**

Visvesvaraya Technological University,  
Belgaum, India  
2013

## Personal Detail

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Gender : Female  
Languages : English(Fluent),  
Hindi(Native)

Nationality : Indian  
Marital Status : Single

## **Salesforce Developer**

**Pune, India**

*T-Mobile Netherlands*

*May 2019- Oct 2020*

*Project Scope: Sales, Service Cloud; 3K+ internal SF Users, and  
400K+ External User*

### **Responsibilities :**

- Build & delivered key business process like Subscription Management(B2B/B2C), communication(Email/SMS/Letter) & various other B2C & B2C processes.
- Plan, design, develop, test and deploy solutions with fully agile methodology
- Closely worked with business stakeholders and salesforce executives to focus on security around CRM application
- Traveled onsite to T-Mobile Den Haag, Netherlands for a few months to work with client and onsite team.

## **Salesforce Developer/Admin**

**Pune, India**

*KPN ,Netherlands*

*Sep 2016- May 2019*

- Responsible for Solution Design, Estimation, Story points, and refining backlog
- Worked with Business Stakeholders to understand the requirement and provide a salesforce technical solution.
- Build multiple solution using platform feature like flow, process builder, workflows & validation rules
- Created Email templates, approval processes Auto Response Rules and Multi-Step Approval Processes as per the requirements and defined approval actions on them to automate the processes,Profiles and Permission set.
- Plan, design, develop, test and deploy solutions with fully agile methodology